

# JOYCE CHAN

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## WORK EXPERIENCE

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### **Starbucks Canada Inc.**

#### **Barista**

**Markham, Ontario**

*October 2019 – Present*

*Provides support through quick, accurate, and friendly customer service.*

- Adapts to a fast-paced, high-traffic environment with constantly changing products and processes.
- Effectively communicates with baristas to ensure accuracy and efficiency to reduce wait times.
- Provides outstanding customer service while maintaining operational efficiency.

### **Sherwin Williams**

#### **Assistant Store Manager**

**Stouffville, Ontario**

*May 2021 – February 2023*

*Managed store profitability and provided quality customer service to clients.*

- Achieved 116% of yearly budget and volume targets while managing a supply shortage. Implemented a sourcing system utilizing internal resources to source products. Leading to increased client loyalty to the Stouffville location.
- Facilitated the opening of over 200 new accounts by making prospecting and sales calls to establish relationships with commercial clients; utilizing an advice-based sales approach to improve client experience and build rapport, resulting in the generation of over \$125,000 in new account sales.
- Collaborates with sales representative to identify growth opportunities by visiting client job sites to discover challenges they face and providing solutions to problems by applying critical thinking and problem-solving skills. Resulting in becoming a trusted business advisor to commercial clients.
- Leads a team of associates to ensure best practices are followed by encouraging professional improvement through training and correcting non-compliance in a timely manner by promoting a friendly and energetic work environment prioritizing trust, collaboration, and accountability, resulting in reduced associate turnover.
- Reviews and analyzes financial reports to identify areas of opportunity through attention to details of all line items on reports. Through this, discovered lower DIY supplies sales YoY, leading to increased interest-on-inventory costs, this led to additional staff training which contributed to increased operational efficiency.
- Ensures compliance of standard operating procedures through routine audits. This led to the store passing all district and national audits with minimal preparation.

#### **Key Holder**

*November 2018 – May 2021*

*Conducted store operations through customer service.*

- Collaborated with a team of associates to provide customer service by building and maintaining relationships with clients and providing in-depth product knowledge. Producing high customer satisfaction scores.
- Implemented a weekly schedule for store processes such as: deliveries, inventory status, payments, client calls, and paperwork. Leading to clear definition of roles and accountability for all associates in the store.
- Actively worked with upper management to develop a strategy to engage associates with cold calling, this led to a higher volume of calls completed month over month.

### **Best Buy Canada**

**Markham, Ontario**

**Certified Operations Representative, Multiple-Channel Sales Associate, & Mobile Hybrid** *June 2016 – November 2018*

*Ensured customer satisfaction among multiple departments through knowledgeable and friendly service.*

- Resolved customer concerns using internal operating systems to find solutions; provided exceptional service to strengthen consumer trust.
- Conducted on-board training of associates in different operations to create a more balanced team. Supported other departments by taking initiative to learn their processes.
- Performed administrative duties ensuring balanced cash flow, completed bank deposits, and monetary arrangements to facilitate opening and closing processes.

## EDUCATION

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**University of Toronto School of Continuing Studies**  
*Coding Boot Camp*

**Toronto, Ontario**  
*Expected graduation: August 2023*

**Investment Funds Institute of Canada**  
*Canadian Investment Funds Course (CIFIC)*

**Toronto, Ontario**  
*September 2022*

**Ryerson University**  
*Bachelor of Applied Sciences, Nutrition and Food*

**Toronto, Ontario**  
*Graduation: August 2017*

## SKILLS & INTERESTS

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**Skills:** Microsoft Office (Excel, Word) | Adaptability | Time Management | Organization | Communication | Customer Service

**Interests:** Travel, Operations management, Learning, Culinary